

LAKE COUNTYBoard of County Commissioners

ES-5.02.01 Procedure

SUBJECT: Workers' Compensation Program

APPROVED: December 11, 2006 EXPIRATION DATE: This procedure remains in effect until superseded or cancelled.

Supersedes:

Policies and Practices Employee
Manual, Section 24 and Section 25

ORIGINATOR: Employee Services

PURPOSE & SCOPE:

The purpose of this document is to provide procedures for reporting injuries and/or illnesses and obtaining treatment.

REFERENCES:

Florida Workers' Compensation Law, F. S. Chapter 440 Workers' Compensation and Property & Liability Policy (LCC-71)

APPLICABILITY:

This procedure applies to all employees of Lake County Board of County Commissioners (BCC) and employees from other Lake County agencies covered by the County's Workers' Compensation Program.

PROCEDURE:

During a Workers' Compensation claim, it is important that the manager/supervisor, employee, case manager, and the third party administrator communicate with one another to ensure that the Lake County employee who has experienced an on-the-job injury or illness returns to their normal job duties as soon as possible. The Office of Employee Services is available to answer questions or provide guidance concerning Workers' Compensation procedures.

1. Responsibilities

- A. Employee All Lake County employees are required to immediately report on-the-job injuries and/or illnesses to their immediate supervisor.
- B. Management/Supervisory Supervisors are responsible to ensure all necessary Workers' Compensation reports are signed, completed, faxed when necessary, collected and submitted as a complete packet to the Office of Employee Services immediately following an incident. These reports include the State of Florida's required First Report of Injury or Illness form and Lake County's Injury/Illness Reports. Lake County's Injury/Illness Reports include the Supervisor Investigation, Employee Statement, and Witness Statement forms. (More information regarding the reporting requirements and forms are located in Section 7, Attachment 6 and on the Employees Services Workers' Compensation webpage.)
- C. Service Providers The Third Party Administrator (TPA) will conduct investigations to gather information, obtain statements, communicate with injured employees and their supervisors, and when necessary negotiate settlements.

Lake County's managed healthcare company's Case Manager will coordinate the Workers' Compensation medical care of employees. Employees should contact the Case Manager whenever they have questions about their Workers' Compensation medical care. The Case Manager can be contacted twenty-four hours a day, seven days a week. The Office of Employee Services is available Monday through Friday, form 8:00 a.m. to 5:00 p.m. to answer questions or provide guidance concerning Workers' Compensation procedures.

2. Emergency Medical Treatment

- A. The employee (or employee witness) will notify the supervisor as soon as possible if the injury/illness requires emergency medical treatment and is considered life-threatening.
- B. In the event of a life-threatening injuries or illnesses, someone should call 911 immediately. Employees with life-threatening injuries or illnesses should be transported to an urgent care facility/hospital by ambulance. If employee is unable to communicate with the urgent care facility/hospital due to medical condition, supervisor and/or the Risk Coordinator will ensure all information is provided to the urgent care facility/hospital and the TPA. If unsure whether a medical condition is a life-threatening emergency, 911 should be called.

Examples of life-threatening injuries or illness include, but are not limited to:

- 1) Unconsciousness
- 2) Broken bones
- 3) Sudden dizziness or difficulty seeing
- 4) Severe abdominal pain
- 5) Trauma or injury to the head
- 6) Partial or total amputation of a limb or extremity
- 7) Persistent pain or discomfort in the chest or arms
- 8) Not breathing or having trouble breathing
- 9) No signs or lack of circulation
- 10) Severe bleeding
- 11) Seizures that are unusual, prolonged or multiple, last more than 5 minutes, result in injury or occur in someone who is pregnant or diabetic
- 12) Drug overdose
- 13) Eye injuries
- 14) Gunshot, knife or other weapons wound
- 15) Accidents such as falls or involving motor vehicles
- 16) High fever (greater than 101°F) with a severe headache and a stiff neck

C. The 911 calls should include:

- 1) The address and/or location of the emergency;
- 2) The telephone number where the emergency is located;
- 3) A brief description of the problem including whether the person(s) is conscious and/or breathing; and
- 4) The name of the employee calling 911.

Once the 911 call has been made, the caller should remain on the line to respond to questions from the 911 operator, if necessary.

- D. If possible, the supervisor will provide a First Report of Injury or Illness to the employee and/or ambulance crew to present to the urgent care facility/hospital and pharmacy. Questions regarding treatment or prescriptions should be directed to the managed healthcare company's Case Manager. If employee is unable to communicate with the Case Manager due to medical condition, supervisor and/or the Risk Coordinator will ensure all reports are forwarded to the TPA.
- E. As soon as possible following the emergency treatment, the employee must go to the authorized Workers' Compensation Healthcare Provider as required for continued Workers' Compensation coverage. The employee must provide the Healthcare Provider with a copy of the completed and signed First Report of Injury or Illness form, which serves as authorization for treatment.

3. Non-emergency Medical Treatment

A. If the injury/illness does not require emergency medical treatment and the injury/illness is not considered life threatening, the employee will notify the supervisor immediately. (If unsure whether a medical condition is a life-threatening emergency, 911 should be called.)

Examples of illnesses/injuries that may <u>not</u> be life-threatening include, but are not limited to:

- 1) Rashes
- 2) Upper respiratory infections
- 3) Sore throats
- 4) Earaches
- 5) Headaches
- 6) Abrasions
- 7) Lacerations
- 8) Flu like symptoms
- 9) Back pain
- 10) Sprains
- 11) Minor fractures
- B. The supervisor will provide a First Report of Injury or illness to the employee to present to the Healthcare Provider and Pharmacy, if needed. The employee must provide the Healthcare Provider with a copy of the completed and signed First Report of Injury or Illness form, which serves as authorization for treatment.
- C. Questions should be directed to Lake County's managed healthcare company's Case Manager.
- D. The employee must use the authorized Healthcare Provider unless the injury/illness occurred after the Healthcare Provider's hours of operation.

E. If the injury/illness occurred after the Healthcare Provider's hours of operation, the employee should obtain medical treatment at the nearest urgent care facility/hospital. As soon as possible after treatment, the employee must go to the authorized Workers' Compensation Healthcare Provider as required for continued Workers' Compensation treatment. Questions regarding treatment or prescriptions should be directed to the managed healthcare company's Case Manager.

4. Healthcare Provider

Employees covered under Lake County's Workers' Compensation Program must go to Healthcare Provider authorized by the County, unless the injury/illness requires emergency treatment at an urgent care facility/hospital or the injury/illness occurs after the Healthcare Provider's hours of operation. Specific information such as hours of operation, contact numbers and location can be found on the Employee Services Workers' Compensation webpage. (See Section 6)

Medical treatment provided by an unauthorized Healthcare Provider may not be covered under the Lake County Workers' Compensation Program.

5. Workers' Compensation Reports

Workers' Compensation reports are easily obtained from the Lake County intranet, through the "Forms" Quick Link or by going to the Employee Services - Workers' Compensation webpage. (See Section 6)

Supervisors are responsible to ensure all reports are provided to employees and witnesses, completed, collected, and submitted as a complete packet to the Office of Employee Services immediately following an incident.

A. First Report of Injury or Illness (Attachment 1)

- 1) The supervisor and employee must complete the First Report of Injury or Illness <u>immediately</u> (or as soon as possible, if an emergency situation) after an injury/illness is reported.
- 2) The supervisor and employee must sign the original report and make a copy. The supervisor shall also provide the employee with a print out of the more specific information provided on the Employee Services Workers' Compensation webpage.
- 3) The employee presents a copy of the report to the Urgent Care Facility or Healthcare Provider. This report serves as authorization for treatment.
- 4) The supervisor <u>must</u> fax the First Report of Injury or Illness report to the County's Workers' Compensation TPA.
- 5) The original/signed report shall be mailed through interoffice mail or hand delivered to the Offices of Employee Services, immediately following an incident.
- 6) This report is required by the state of Florida Department of Financial Services.

B. First Report of Injury or Illness – Report Only (Attachment 2)

This report is to be used by supervisors for employees who do not wish to seek medical treatment for the injury/illness, but still need to report the possible Workers' Compensation incident.

- 1) Supervisor and employee must complete the First Report of Injury or Illness (Report Only) <u>immediately</u> after an injury/illness is reported.
- 2) Supervisor and employee must sign the original report.
- 3) Employee elects not to have medical treatment.
- 4) Supervisor <u>must</u> fax the report to TPA.
- 5) The original/signed report shall be mailed through interoffice mail or hand delivered to the Offices of Employee Services, immediately following an incident.
- 6) Supervisor should also provide the employee with a copy of the specific information found on the Employee Services Workers' Compensation webpage.
- 7) This report is required by the state of Florida Department of Financial Services.
- C. Supervisor is responsible to insure that the following respective Lake County reports are <u>immediately</u> completed after an injury/illness occurs and/or is reported:
 - 1) Injury/Illness Report Supervisor Investigation (Attachment 3)
 - 2) Injury/Illness Report Employee Statement (Attachment 4)
 - 3) Incident Report Witness Statement (Attachment 5)

The original/signed report(s) shall be mailed through interoffice mail or hand delivered to the Offices of Employee Services.

6. Workers' Compensation Webpage

The Employee Services Workers' Compensation webpage provides specific information and contact numbers for the County's Third Party Administrator, Healthcare Provider and Case Manager. The Office of Employee Services can also provide this information if necessary.

Supervisors should provide a print out of the specific information found on the Workers' Compensation webpage to the employee along with the First Report of Injury or Illness form. Supervisors should keep copies on hand that can be easily accessible in times of an emergency. Also, the Office of Employee Services will maintain copies for distribution.

To obtain this information, go to the Employee Services intranet/internet area and click on Workers' Compensation in the Related Links column, and print out the entire page.

7. On-the-Job Injury or Illness Flow Chart

The On-the-Job Injury or Illness Flow Chart provides quick reference information on steps to take for emergency medical treatment, non-emergency medical treatment and no medical treatment procedures. (*Attachment 6*)

8. <u>Light/Restricted Duty</u>

The supervisor will provide light duty work assignments to any employee on restrictions due to Workers' Compensation Physician recommendations.

If the employee's department does not have a light duty work assignment, the supervisor should contact the Office of Employee Services. The Employee Services' Risk Coordinator will arrange with other departments for light duty assignments.

Employees who refuse light duty work assignments will use their sick leave until released to regular work duty. If the employee exhausts sick leave while on light duty restriction and still refuses the light duty assignment, then the employee will begin using their accrued annual leave until released to regular work duty. If the employee has exhausted all accrued leave and still refuses light duty assignments, then the employee will go on a no pay status until the Workers' Compensation Physician releases them to regular work duty. All accrued leave must be exhausted before going into a no pay status.

The employee will continue light duty work assignment until released by the Workers' Compensation Physician to return to regular work duties.

If no light duty assignments exist within the County, the employee shall receive indemnity benefits under the Workers' Compensation program.

9. Compensation and Benefits

An employee who is required to be absent from work due to an on-the-job injury/illness shall be compensated as follows:

- A. The employee's time sheet will be coded "CW" for the amount of time employee left work for medical treatment.
- B. The employee does not use sick leave for Workers' Compensation related doctor's appointments.
- C. The County will pay the employee for time taken for medical treatment if it is during their regularly scheduled work hours.
- D. Workers' Compensation does not pay for absences during the initial seven calendar days following an accident. The employee may choose to use accrued sick leave hours for the first 7 days, and as supplement pay to Workers' Compensation pay. Beginning the 8th day, the employee will begin receiving indemnity benefits of 66 & 2/3 of their average weekly wage. If the absence exceeds 21 calendar days, Workers' Compensation will pay the employee for the initial 7 days.

- E. Worker's Compensation will pay compensation benefits for absences beyond the first seven calendar days in accordance with Florida Statutes Chapter 440.
- F. County group benefits (health insurance, life insurance, etc.) shall continue so long as the employee remains in a pay status and in compliance with the eligibility requirements of the County and Workers' Compensation Program. If the employee goes into a no pay status, then the employee would have to make arrangement to pay the employee (their) portion of the County group benefits premiums until they return to full work status.
- G. All available sick leave hours must be exhausted, before accrued annual leave may be used to supplement Workers' Compensation indemnity benefits.
- H. Any leave associated with an on-the-job injury/illness (paid or unpaid), where the injury/illness is a "serious health condition" as defined in the Family and Medical Leave Act, shall be designated as Family Medical Leave (FMLA) and run concurrently with Workers' Compensation leave.
- I. Employees are required to report their current work status to their supervisor, as determined by their physician (in writing) immediately following each office visit.

10. Safety Action Team

The Safety Action Team will review Injury/Illness reports at monthly meetings and make recommendations to reduce or eliminate future Workers' Compensation claims.

11. Further Investigation

Employee Services may require more information than the Workers' Compensation Reports provide. An investigation may be initiated if Employee Services deems it necessary, if the information contained in the report is contradictory or lacking in detail. An Employee Services representative will conduct an investigation to gather more information and make recommendations for preventing future claims and possible corrective actions.

RESERVATION OF AUTHORITY:

The Office of Employee Services is responsible for developing, implementing and updating policies and procedures supporting employment standards, programs and benefits as delegated by the Lake County Board of County Commissioners and the County Manager. The authority to issue and/or revise this procedure is reserved for the County Manager.

Approved By: Cindy Hall, County Manager

Date: 12/11/06

FIRST	REPORT OF	INJURY OR ILLNESS	RECEIVED BY CLAIM-HANDLING ENTITY	SENT TO DIVISION DATE	DIVISION RECEIVED DATE
FLORIDA	DEPARTMENT ION OF WORK For assistance of or contact your Report all deat	T OF FINANCIAL SERVICES (ERS' COMPENSATION call 1-800-342-1741 r local EAO Office ths within 24 hours 3 or (850) 922-8953			
PLEASE PRINT	T OR TYPE		EMPLOYEE INFORMATION		
Name (First, Mi			Social Security Number	Date of Accident	Time of Accident
Home Address Street/Apt. #:			Employee's Description of Accide		,
City:		State: Zip:			
Telephone: Are	a Code Num	ber			
Occupation:			Injury/Illness That Occurred	Part of Body Affect	ес
Date of Birth		Sex M F	(Select Nature of Injury)	(Select Body Part Description)	▼
		•	EMPLOYER INFORMATION	!	•
Co. Name: D.B.A.:	Lake Coun	ty BOCC	Federal ID Number (FEIN)	Date First Reported (Month/Day/	Year)
Street:	315 W. Mai		596000695		
City:		State: <u>FL</u> Zip <u>32778</u>	Government	Policy/Member Number	
Telephone: Are	ea Code Num 1-352-343-9		Date Employed	Paid for Date of Injury	Yes No
Employer's Loc	ation Address (i	if different)	Last Date Employee Worked	Will you continue to pay wages instead of Workers' Comp? Last day wages will be paid	Yes
Street:			Returned to Work No	instead of Worker's Comp.	//
City:	nt (street, city, s	State: Zip:	If Yes, Give Date ☐ Yes	Rate Of Pay \$ Per	□HR □WK □DAY □MO
Street:	- (Street, City, S	state, zip)	Date of Death (if applicable)	Number of hours per day	
City:	-	State: Zip:	Agree with description	Number of hours per week	
County o	Accident:		of accident?	Number of days per week	
Company, or se	elf-insured program urance fraud, punis	n, files a statement of claim contain	ve any employer or employee, Insurance hing any false or misleading information te 817.234. Section 440.105(7), F.S. Date	Name, Address Telephone and Fax	of Physician or Hospital
	Employer Sig	•	Date	Authorized by Employer	Yes No
1(a) Case	Donied DWC	CL C-12, Notice of Denial Attach	AIMS-HANDLING ENTITY INFORMAT	TION /hich became Lost Time Case (Co	mplete all infe in #2\
, ,		ied Case - DWC-12, Notice	of Denial Attached Emplo	byee's 8th Day of Disability rledge of 8th Day of Disability	
☐ 3. Lost Tir	me Case 1st	day of disability//_	•	□ _{YES} Full Salary End Date	
Date First Pay	ment Mailed	/A\	WW	Comp Rate	
	_		Death Settlement Only		
•	t Paid in 1st Pa	yment \$	Interest Amount Paid in 1st Payr	ment \$	
Remarks:				Insurer Name : Claims-Handling Entity Name, Address	& Telephone
INSURER COD		Employee's Class Code	Employer's NAICS Code 921190	Employers Mutual, Inc 700 Central Parkway	я і окрично
Service Co/TPA Code # Claims-Handling Entity File # 6060				Stuart, FL 34994 Tele:1-800-431-2221 Fax: 1	-772-220-1637

REPORT ONLY

FIRST REPORT OF INJURY OR ILLNESS FLORIDA DEPARTMENT OF FINANCIAL SERVICES DIVISION OF WORKERS' COMPENSATION

RECEIVED BY CLAIM-HANDLING ENTITY	SENT TO DIVISION DATE	DIVISION RECEIVED DATI

F		call 1-800-342-1741 r local EAO Office			
Report all deaths within 24 hours 1-800-219-8953 or (850) 922-8953					
PLEASE PRINT			EMPLOYEE INFORMATION	I=	I
Name (First, Mid	dle, Last)		Social Security Number	Date of Accident	Time of Accident
					☐ AM ☐ PM
Home Address Street/Apt. #:			Employee's Description of Accide (Select Cause of Accident)	` ' '	
City:		State: Zip:	·		
Telephone: Area	Code Num	ber]		
Occupation:			Injury/Illness That Occurred (Select Nature of Injury)	Part of Body Affected (Select Body Part Description)	-
Date of Birth		Sex □ _M □ _F	(Select Nature of Injury)	(select Body Part Description)	
			EMPLOYER INFORMATION	1	
Co. Name: D.B.A.:	Lake Coun		Federal ID Number (FEIN)	Date First Reported (Month/Day/Ye	ear)
Street: City:	315 W. Mai Tavares	State: FL Zip 32778	596000695 Nature of Business	Policy/Member Number	
Oity.	Tuvuics	Otate. 12 21p 02110	Government	l diley/wember Number	
Telephone: Area	Code Num 1-352-343-9		Date Employed	Paid for Date of Injury	Yes No
Employer's Loca	tion Address (i	if different)	Last Date Employee Worked	Will you continue to pay wages instead of Workers' Comp?	Yes
				Last day wages will be paid	, ,
Street:		Ctata: 7:a.	Returned to Work No If Yes, Give Date Yes	instead of Worker's Comp. Rate Of Pay	//
City: Place of Acciden	t (street, city, s	State: Zip:	1.55	\$ Per	□ DAY □ MO
			Date of Death (if applicable)	1	
Street:		01-1	A conservable of a contraction	Number of hours per day	
City: County of	Accident:	State:Zip:	Agree with description of accident? □ Yes □ No	Number of hours per week Number of days per week	
Company, or self	-insured program	h intent to injure, defraud, or deceive any n, files a statement of claim containing an shable as provided in Florida Statute 817.	y false or misleading information	Name, Address Telephone and Fax o	f Physician or Hospital
	Employee Sig	gnature (if available)	Date		
	Employer Sig	nature	Date	Authorized by Employer	Yes No
		CLAIMS	S-HANDLING ENTITY INFORMAT	TION	
, ,		C-12, Notice of Denial Attached ied Case - DWC-12, Notice of De		which became Lost Time Case (Combyee's 8th Day of Disability	nplete all info in #3) //
☐ 3. Lost Tim	e Case 1st	day of disability//_	Entity's Know Full Salary in lieu of comp?	rledge of 8th Day of Disability 	
Date First Payr	nent Mailed	/AWW_		Comp Rate	
☐ T.T. ☐ T.T809	6 🔲 T.	P.	eath Settlement Only		
Penalty Amount	Paid in 1st Pa	yment \$	Interest Amount Paid in 1st Payn	ment \$	
Remarks:				Insurer Name :	
INSURER CODE	#	Employee's Class Code	Employer's NAICS Code 921190	Claims-Handling Entity Name, Address & Employers Mutual, Inc 700 Central Parkway	Telephone
9808 Service Co/TPA Code # Claims-Handling Entity File # 6060			321130	Stuart, FL 34994 Tele:1-800-431-2221 Fax: 1-	772-220-1637



Injury/Illness Report - Supervisor Investigation

Lake County Board of County Commissioners

Supervisor must complete this report **immediately** following the on-the-job injury/illness.

Report must include **FULL** details concerning the injury/illness incident.

			Section I - Emplo	ovee Information			
Name of Employe	е	Departme		Division	Job Title		
		l	Section II - Cor	ditions/Facts	l .		
Date Reported Time Location			Incident	Supervisor Name		Supervisor Phone Number	
Body Part Injured			Nature of Injury / II	Iness			
Head	ar	ft 🔲 Right	Amputation Strain/Sprain Bruise Burn Irritation	Infectious Disease Exposure Toxic Atmosphere Exposure Foreign Body Fracture Hearing Loss Unconsciousness Multiple Injury Gender: Male Fe	Poisonin Cold Inj Cumula Heart A	ous Bite	
Names of all Witn		dy System					
conditions at the sit (e.g., unsafe act, e	te (e.g., sunny quipment, use ting form by ha	v, slippery, inc e of personal p and, please feel	doors, etc.) Identify po protective equipment, free to continue statemen	s being done, for how long, vessible causes or factors that etc.) Details are crucial for and the same of the sa	may have o	contributed to the incident g primary cause of the	
			Section III - Prev	ventative Action			
•	procedure, tra	aining, equipn		of incident again? What wou e actions-warning/suspensio		•	
			Section IV -	Signatures			
Supervisor Signat	ture	Da	te Divi	sion Director Signature (If	Applicable	e) Date	
			Dep	artment Director Signature	!	Date	

Revised 11/29/06

Office of Employee Services, Administration Building, Rm. 430 / 315 W. Main St, Tavares, FL 32778.



Injury/Illness Report – Employee Statement

Lake County Board of County Commissioners

Employee must complete this report <u>immediately</u> following the on-the-job injury/illness.

Report must include <u>FULL</u> details concerning the injury/illness incident.

			Section I – Em	ployee Information		
Name of Emp	loyee		Phone Number		E-mail	
	-					
Department			Division		Job Title	
Dopartmont			Division		COD TILIC	
Data					0	
Date	Time	Location of Inc	ident		Supervisor Name	
Body Part Inj			Nature of Injury			Uset Ctrees
☐ Head ☐ Face ☐ Neck ☐ Back ☐ Chest ☐ Lungs ☐ Abdomen ☐ Groin ☐ Foot ☐ Ankle	Ear	Left Right Left Right	☐ Abrasion ☐ Amputation ☐ Strain/Sprain ☐ Bruise ☐ Burn ☐ Irritation ☐ Dermatitis ☐ Other:	☐ Infectious Disease Expose ☐ Toxic Atmosphere Expose ☐ Foreign Body ☐ Fracture ☐ Hearing Loss ☐ Unconsciousness ☐ Multiple Injury ☐ Gender: ☐ Male	ure Poisonous Bite Poisonous Plant Poisoning Cold Injury Cumulative Trauma Heart Attack	☐ Heat Stress ☐ Laceration ☐ Puncture ☐ Vision Loss
Toe(s)		Body System		Gender: Male	e ∐ Female	
				Conditions/Facts		
conditions at the (e.g., unsafe a incident. (If consequent)	he site (e.g., sur act, equipment, u completing form by	nny, slippery, indouse of personal pr	ors, etc.) Identify otective equipme	was being done, for how lo possible causes or factors nt, etc.) Details are crucia ment on back or attach addition	that may have contributed al for identifying primary	to the incident cause of the
Employee Sta	atement:		Section II	I – Signatures		
				- J		
Employee Sig	nature	Date	•	Supervisor Signatur	re Da	ate

Attach report to Supervisor Investigation, and supervisor will send all reports to the Office of Employee Services, Administrative Building, Rm. 430 / 315 W. Main St, Tavares, FL 32778.

Revised 11/29/06



Incident Report - Witness Statement

Lake County Board of County Commissioners

(This form can be used for workers' compensation and/or property & liability situations.)

Witness must complete this report immediately following the incident.

Report must include **FULL** details concerning the incident.

		Section I – W	itness Informatio	n		
Name of Witness		Department of Witness		Phone Number of Witness		
		Section II –	Conditions/Facts			
Name of Employee i	nvolved in the Incid	ent	Supervisor of Em	ployee involved in the Incident		
Date of Incident	Time of Incident	Specific Location	Specific Location of Incident			
tc.) Identify possible rotective equipment	causes/factors that m etc.) Details are cru ack or attach additional	nay have contribute cial for processir	ed to the incident (e.	acident site (e.g., sunny, slippery, indoors, g., unsafe act, equipment, use of personal (If completing form by hand, please feel free to)		
		Section I	II – Signatures			
	Witness Signature	Section I	II – Signatures	Date		

Office of Employee Services, Administrative Building, Rm. 430 / 315 W. Main St, Tavares, FL 32778.

